

Apple Devices: Connection not Private - Clearing your Internet Browser Cache to Register for the SIMS Parent App.

We are aware of an issue whereby some Apple users receive an error advising "This Connection Is Not Private" when registering for SIMS Parent, Options Online and SIMS Pay via id.sims.co.uk.

This problem was caused by a third party revoking a security certificate ahead of schedule, this has subsequently been rectified, however users may still receive the aforementioned error.

To clear the error and restore access users will need to clear their cache, please see the below guides on how to do so on various browsers:

Safari

<https://support.apple.com/en-gb/HT201265>

Chrome

<https://support.google.com/googleplay/answer/32050?co=GENIE.Platform%3DiOS&hl=en-GB>

Please note that just clearing the cache on Chrome does not resolve the issue. Users will need to follow the below steps to restore access:

1. Clear cache
2. Close Chrome
3. Reopen Chrome and navigate to id.sims.co.uk in an incognito browser
4. Close Chrome
5. Navigate to id.sims.co.uk in a typical browser window

Firefox

<https://support.mozilla.org/en-US/kb/clear-browsing-history-firefox-ios#:~:text=Tap%20Settings%20in%20the%20menu,want%20to%20clear%2C%20tap%20Delete.>

If you still receive the error when accessing <https://registration.sims.co.uk> please let us know so we can inform the software provider.

Once registered you should be able to download the SIMS Parent app on your phone or tablet and sign in and use the app as expected.